

On demand software to Integrate customer feedback anywhere in your CRM

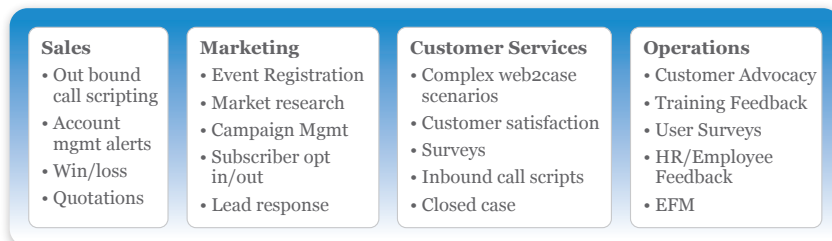


In today's market, if you want to create a winning brand research shows that managing and improving your customer's experience it is vital.

What is Clicktools

Clicktools is a powerful and robust set of software tools designed to give you greater insight from communication with your customers. These tools are extremely flexible and can be deployed to run call center scripts, solicit customer feedback, create landing pages or drive event email campaigns.

However you choose to deploy Clicktools there is a smooth and seamless flow of information to anywhere into your CRM. Ensuring real time customer updates to account managers, customer services, marketing etc. Long term you can build a strategy that uses customer information to improve business performance.



- Organization becomes Customer Centric
- Customer Service alerts improve operational efficiency
- Fast and effective management of marketing campaigns

Clicktools – Easy as 1,2,3...

Create

Whether you wish to obtain customer feedback via a survey, complete a service request form or gather responses to a campaign, Clicktools ensures that you can easily create and link it to your CRM. Clicktools offers full brand compliance features that make certain your brand image is reinforced every time you communicate with customers.

Collect

Clicktools offers total flexibility when it comes to collecting customer information. Whether you decide to harness data from an email, web form or via a call center, Clicktools provides the same flexibility and integration options.

Combine

Once you have collected your customer's information, Clicktools enables you to combine and integrate this data seamlessly into your CRM. Customer's records can be reflected to show comments and integrated with business rules to send alerts. Powerful analytics take feedback to the next level by providing real time reporting and tracking to identify and improve business performance.

For a FREE demo contact the Clicktools team:

USA: 1-800-77-4064

Email: sales@clicktools.com

UK: 0800 043 2587

www: clicktools.com



Clicktools – AppExchange Customer Choice Winner in 2008/9